



NON-CONTRACT ROLE DESCRIPTION

JD5878

ROLE TITLE:	Enterprise Network Support Professional	ROLE DESCRIPTION NO.:	5878
DEPARTMENT:	Information Management / Information Technology	HEABC REFERENCE NO.:	18721850
REPORTING TO:	Director, or designate	HSCIS CODE:	05050
CLASSIFICATION:	NCEC/Range 8A	JOB CODE:	91808

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Leader, Network Architect, Senior Manager, or Designate, the Enterprise Network Support Professional is responsible for designing, implementing, and supporting Island Health's data, voice, and video networks. The role ensures that network systems are reliable, scalable, and secure to support healthcare operations. The Enterprise Network Professional contributes to planning, deployment, and optimization of network infrastructure, aligning with Island Health's strategic goals.

This role works closely with leadership, cross-functional teams, and external partners, handling both tactical and strategic challenges. This role provides pivotal support, including on-call, that is deemed critical to maintaining network performance and availability, with a focus on proactive problem-solving and continuous improvement. The Enterprise Network Support Professional ensures compliance with privacy and security regulations while supporting a robust infrastructure that meets evolving healthcare needs.

Effective communication and a commitment to operational excellence are key to this role. The Enterprise Network Support Professional reflects Island Health's mission to deliver high-quality healthcare by ensuring the network remains stable and secure. Through mentorship and technical guidance, this role helps junior team members grow, fostering a collaborative and learning-focused environment.

DUTIES AND RESPONSIBILITIES:

1. Design and deploy advanced network solutions, leveraging Cisco Unified Communications, Catalyst switches, Nexus platforms, and SD-WAN to ensure secure, scalable, and future-proof infrastructure aligned with Island Health's goals.
2. Monitor and optimize network performance using cutting-edge tools, proactively addressing issues related to routing, switching, wireless (Wi-Fi 6), and next-gen security systems, ensuring uninterrupted healthcare services.
3. Configure and manage dynamic routing protocols (OSPF, EIGRP, BGP) to maintain seamless connectivity across internal and external networks, enhancing network resilience and performance.
4. Lead the implementation of robust security measures, including VPNs, next-generation firewalls, and zero-trust network access, ensuring compliance with healthcare privacy standards and safeguarding critical data.
5. Collaborate with IM/IT teams and vendors on tech deployments and infrastructure upgrades, using automation tools (Ansible, Cisco DNA Center) to streamline processes and ensure seamless integration with existing systems.
6. Document network architecture and operations, contributing to audits and leadership reports while maintaining transparency and clear communication on network health and project status.

7. Ensure ITIL change management compliance and represent significant changes at the Architecture Review Board (ARB), aligning with long-term network strategy.
8. The Enterprise Network Support Professional contributes to architectural discussions, implementing proposed solutions under the guidance and final approval of the Enterprise Network Support Expert, ensuring both roles maintain continuity in network operations.
9. Provide on-call support as the second-tier escalation point for regional and medium complexity incidents, ensuring timely resolution during evenings and weekends to minimize disruption to critical healthcare operations.
10. Perform complex network changes during non-peak clinical hours to minimize impact on patient care and operational workflows, ensuring network updates and upgrades are carried out seamlessly.
11. The Enterprise Network Support Professional serves as a third-tier escalation point but will consult the Enterprise Network Support Expert for the resolution of the most advanced technical challenges, ensuring alignment with enterprise-wide network strategies.
12. Act as a third-tier escalation point, offering expert troubleshooting and guidance to junior staff and other IMIT teams for complex network issues.
13. Lead and mentor assigned staff, fostering technical growth, enhancing team skills, and contributing to the selection and onboarding of new team members to ensure they are equipped for success.
14. The Enterprise Network Support Professional collaborates with the Enterprise Network Support Expert for complex problem resolution and design strategy alignment, ensuring both roles work in tandem to support Island Health's network infrastructure.

QUALIFICATIONS:

Education, Training And Experience

A Cisco Certified Network Professional (CCNP) certification in Enterprise Networking and at least seven (7) years of progressive experience in the design, implementation, and support of data, voice, and video networks within a large-scale enterprise or healthcare setting. A Bachelor's degree in Network Engineering, Information Technology, or a related field is required. Experience working with Cisco Unified Communications, Catalyst switches, Nexus platforms, and advanced routing protocols (e.g., OSPF, BGP, EIGRP) is essential.

Candidates should also have a strong background in network security, including VPNs, firewalls, and access controls, with a demonstrated ability to ensure compliance with privacy and security regulations. Proven experience in collaborating with cross-functional teams and external vendors is required, along with familiarity with ITIL change management processes and network performance monitoring tools.

Skills And Abilities

- Expert-level knowledge of Cisco networking products, including Nexus, Catalyst, and ASR series, with hands-on experience deploying and managing complex network infrastructures.
- Advanced proficiency in configuring and optimizing routing protocols such as OSPF, EIGRP, and BGP, ensuring efficient traffic flow across internal and external networks.
- Demonstrated expertise in network performance monitoring, troubleshooting, and optimization using industry-standard tools, ensuring peak performance and minimal downtime.
- In-depth understanding of network security practices and healthcare privacy regulations (e.g., PIPEDA, HIPAA), with a proven ability to design and implement secure, compliant network solutions.
- Exceptional communication skills, capable of articulating complex technical concepts to both technical teams and non-technical stakeholders, ensuring clarity and alignment across the organization.
- Strong vendor management experience, including negotiating contracts, managing service delivery, and ensuring strict adherence to service-level agreements (SLAs).
- Proven leadership in cross-functional team environments, with the ability to drive technical discussions, influence decisions, and provide strategic direction.

- Highly developed organizational and problem-solving skills, with a meticulous attention to detail and a commitment to delivering high-quality, resilient network services.